

CITY OF GREENVILLE, SOUTH CAROLINA

Job Description # 6112

June 2006

<i>Job Title:</i>	<i>Customer Svc Rep. - Public Works</i>
<i>Department:</i>	Public Works
<i>Status:</i>	Non-Exempt
<i>Immediate Supervisor:</i>	Operations Assistant

BRIEF DESCRIPTION OF THE JOB:

Under general supervision, responsible for answering all incoming calls and determining what action is appropriate pertaining to Solid Waste and Public Works Operations. Other duties and responsibilities include dispatching via 2-way radio to superintendents and crews working in the field; maintaining the Work Management System; updating inquiries and billings; maintaining departmental personnel files/correspondence and providing secretarial/clerical/filing support to the department as needed. Other duties as assigned by a supervisor.

ESSENTIAL FUNCTIONS:

45%-**Answer incoming calls** in a professional and courteous manner and direct the caller to the appropriate person or take a message when necessary.

30%-**Perform data entry** on the Work Management System from the foreman=s reports; input and update data on citizens requests for service; issue work orders; process bills/check requests and update logs for the Public Works Director.

15%-**Dispatch calls** to crews in the field using a two-way radio; maintain the radio log for the department.

5%-**Type** correspondence on the computer or typewriter; input time sheets; pay invoices; assist in the preparation of meeting information (e.g. data table, meeting minutes, and agendas).

5%-**Office duties** to include opening departmental mail, filing, copying, and faxing.

PHYSICAL DEMANDS:

Overall Strength Demands:

Sedentary demands include standing, sitting, walking, lifting, carrying, pushing/pulling, reaching, handling, fine dexterity, kneeling, crouching, bending, twisting, climbing, balancing, vision, hearing, and talking.

Machines, Tools, Equipment and Work Aids

Equipment utilized includes a computer and related software, copier, fax machine, telephone, calculator, two-way radio, phone, and typewriter.

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Environmental Conditions:

None.

Health & Safety:

None.

Primary Work Location(s):

Office Environment

Protective Equipment Required:

None.

NON-PHYSICAL DEMANDS:

Time Pressures

Frequent Change of Tasks

Performing Multiple Tasks Simultaneously

Tedious or Exacting Work

Noisy/Distracting Environment

Emergency Situations

Irregular Schedule/Overtime

Working Closely with Others as Part of a Team

JOB REQUIREMENTS:

Formal Education:

Additional training beyond high school in computers and secretarial/clerical skills are necessary.

Experience:

Six months to one year of related experience is necessary.

Certification and Other Requirements:

A valid SC drivers license is necessary.

Reading:

Must be able to read manuals, time sheets, reports, letters, etc.

Math:

Must be able to perform basic mathematical operations.

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Writing:

Must be proficient in formatting and writing letters, memos, agendas, meeting minutes, etc.

Managerial/Planning:

None.

Reasoning:

Work requires analysis and judgment in accomplishing diversified duties. Requires the exercise of independent thinking within the limits of policies, standards, and procedures.

Supervisory Responsibility/Nature of Supervision:

Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

Interpersonal Skills: Discussion-75%

Requires the ability to interact with co-workers to relay information and to information to the public and other government/private organizations in a professional manner.

Contacts Within the Organization:

Parks and Recreation, Traffic Engineering, Fire, Police, City Manager, and Legal.

Contacts Outside the Organization:

Vendors.

Contacts with Vendors/Suppliers & General Public:

Citizens-requests for service/complaints/questions

Vendors-order supplies

Budgetary Responsibility:

None.

DECISION MAKING:

Makes decisions regarding routine and emergency calls, scheduling of trucks, bins and animal pick-up.

FREQUENCY AND FREEDOM TO ACT:

Periodic Freedom/Moderate Impact: work adheres to specific procedures, but incumbent determines priorities and organizes work.